

FINAL REPORT

Alaska Health Education Library Project Outreach Project

2003 Access to Electronic Health Information Subcontract

Project Period March 2003 – December, 2004

State of Alaska, Department of Health and Social Services



**Submitted
by**

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NARRATIVE DESCRIPTION

1. Summary/Introduction:

Progress was made toward the following objectives:

1) Promote awareness of relevant health information resources in Alaska.

The Alaska Health Education Library Project and its key partner libraries; the Health Sciences Information Services (UAA), the Akeela Library (Drug and Alcohol Prevention Resources), promoted relevant health information resources by displaying and distributing information and materials at health conferences and meetings, submitting articles in health newsletters and providing updates via the AHELP listserv. A new AHELP exhibit was developed and 1,000 pocket size CD's were produced. Information packets that promote the top electronic health information sites in Alaska along with national resources were distributed during trainings (see information packet submitted).

2) Strengthen partnership and connections with supporting organizations of AHELP, NN/LM libraries and other organizations.

New relationships were developed and existing partnerships and connections were strengthened through involvement in the AHELP Advisory Committee. Partnerships were strengthened with tribal health organizations, including the Alaska Native Tribal Health Consortium, and others (see partnerships).

3) Provide training on how to access, retrieve, evaluate and use relevant print and electronic health information resources and services.

Six training sessions were provided on accessing and evaluating relevant print and electronic health information (see training). Three of the six training sessions held were attended by Alaska Native participants.

4) Expand the level of health information and education information available on AHELP

The amount of information available on the AHELP web site doubled during the project period. Members of the AHELP Advisory Committee and others provided input to enhance the health information and education materials contained in AHELP for health educators and health consumers. In addition, electronic health education materials for use on the AHELP web site and a multi-site license was purchased for 50 health organizations across the state to reproduce the materials.

5) Assess the information needs of Alaskan pharmacists and develop plans to meet those needs.

Key informant interviews of local pharmacists were conducted to identify current behavior and influences on behavior, information channels, and perceived benefits and costs of promoting consumer health information (see summary attached separately). The project participated as an

exhibitor in the Alaska Pharmacists Association Conference in 2003, made valuable contacts within the organization and was able to submit an article to the association's newsletter.

2. Geographic region/number of counties:

The entire state of Alaska was covered by this project.

3. Collaborations/Partnerships:

Partners represented on the AHELP Advisory Committee included numerous health promotion/chronic disease prevention programs within the Alaska Division of Public Health such as: Primary Care and Rural Health, Health Promotion, Cancer, Tobacco Prevention and Control, HIV/AIDS, Injury Prevention; Diabetes Prevention and Control, Chronic Disease Nutrition; Arthritis, Maternal Child and Family Health, Distance Learning and Public Health Nursing. Other health related organizations that were represented include: the University of Alaska Anchorage, Health Sciences Information Service; the Alaska Center for Rural Health; Akeela Inc. (Alcohol and Drug Abuse Prevention); the Alaska Health Education Consortium; and Alaska Health Fair Inc.

The Alaska Native Tribal Health Consortium (Diabetes Program and Health Education Program) and other tribal health organizations such as Maniilaq Association (Kotzebue), the Yukon Kuskokwim Health Corporation, Southcentral Foundation (Anchorage), and Southeast Alaska Regional Health Corporation(Sitka) were involved during the project period. Ties with the Alaska Community Health Aide Program were strengthened. The partnership with the Community Wellness Advocate Training Program for annual training is well established.

The Alaska Native Tribal Health Consortium (ANTHC) partnered with AHELP to purchase a multi-site license for reproduction of electronic health education materials. ANTHC covered the costs of licenses for 24 tribal health organizations, and the AHELP project covered the cost of licenses for 24 public health nursing centers across the state (see attachment A).

Partnerships with the Public Health Nursing Centers were further strengthened through teleconferencing and providing 26 Public Health Nursing Centers with a counter top display and MedlinePlus posters, bookmarks, Rx pads, pens for their patients and a resource and information packet for staff.

Ties with the AKEELA library have been weak since the librarian (Anjana Roy) left her position, which has remained vacant until recently. The representative from the Alaska Center for Rural Health was not able to be active during the project period.

4. **Training:**

Training was conducted as follows:

Date	Event	Location	Type	Total #	Audience
March 9, 2003	Alaska Library Association Conference	Juneau, AK	Workshop 1.5 hours	6	Public librarians
Sept. 2003	Community Wellness Advocate Training *	Sitka, AK	Class Electronic Health Information 3 hours	11	CWA students
April 2004:	Community Wellness Champion Forum *	Anchorage AK	Presentations 4 x 1.5 hours	40	Community health leaders
Sept. 2004	Community Wellness Advocate Training *	Sitka, AK	Class Electronic Health Information 3 hours	16	CWA Students
November, 2004	Alaska Health Summit,	Anchorage, AK	Workshop, Health Literacy 6 hours	33	Public Health professionals
December 2004	Alaska Health Summit	Anchorage, AK	Presentation 1.5 hours	12	Public Health Professionals
Total	6 trainings		20.5 hours	118	

* Three sessions in which half or more than half of participants were from minority populations (Alaska Native).

5. **Training sites:**

Training usually consisted of online computer demonstrations. The CWA trainings were hands on using computers with wireless Internet capacity.

6. **Exhibits:**

AHELP and NNLM resources were exhibited at the following forums:

Date	Event	Location	Type	Total #	Audience
March 2003	Alaska Pharmacists Association Conference	Anchorage	Conference	150	Pharmacists, Pharmacist students
March 2003	Alaska Cardiovascular Health Conference	Anchorage	Conference	100	Public Health Professionals
September 2003	Alaska Women's Health Partnership Steering Committee	Anchorage	Meeting	20	Women's Health Providers
Nov. 2003	Women's Health Forum	Juneau	Community Forum	300	General public
Nov. 2003	Health Fair	Anchorage	Community event	100	Hispanic population
Dec. 2003	Alaska Health Summit	Anchorage	Conference	250	Public Health Professionals
January 2004	Health Fair Coordinator Training	Anchorage	Statewide training	20	Community health volunteers
Feb. 2004	Legislative Health Fair	Juneau	Special event	100	Legislators and staff
April 2004	Community Health Aide Forum	Anchorage	Statewide training	100	Community Health Aides
April 2004	Cholesterol Screening and Education Training	Anchorage	Training	20	Health care providers
Sept. 2004	Visioning for Health Promotion Think Tank Session	Anchorage	Statewide Forum	30	Health program managers
October 2004	Women's Health Forum	Juneau	Community Forum	400	General public
October 2004	Alaska Health Education Consortium	Anchorage	General meeting	50	Health educators

December 2004	Alaska Health Summit	Anchorage	Conference	450	Public Health Professionals
Total	13 events			2,090	

7. **Resource materials:**

The following materials promoted AHELP or included MedlinePlus as a resource in the publication (see copies submitted):

AHELP bookmarks	5,000
AHELP Directories	1,000
AHELP business card CD's	1,000
AHELP Information Packet	100
Alaska Health Fair letters	8,000
Alaska Women's Health Guides	8,500
Take Heart Alaska BMI Charts	10,000
Pharmacist Newsletter	150
Healthy Alaskans Newsletter	150
Worksite Health Promotion Listserv	75
AHELP Listserv	150
Total	34,125

8. **Web sites:**

The Alaska Health Education Library Project AHELP web site is functioning under a hosting agreement with Digital Forest Inc. It has the capacity for online data submission and remote access that allows the project coordinator to edit and post data. However, the AHELP web site does not have a contract in place to make modifications to the site. The lack of a professional services contract has hampered the posting and utilization of the downloadable health education materials and multi-site license feature. It is hoped that the Alaska Department of Health and Social Services will solicit another contract for these services.

Records in the AHELP database on the web site and the AHELP printed directory were updated by a college intern during the June-July of 2003 and December 2004.

9. **Document delivery and reference services:**

N/A

10. **Approaches and interventions used:**

The project developed a marketing plan with the help of the advisory committee, which included a listing of annual meetings and conferences. This identified opportunities for displaying or presenting information or training.

The project also redirected its focus to disseminate information and resources to public health nurses statewide.

11. Evaluation:

An online awareness and utilization survey was developed and administered to the AHELP list serv members October 2003(see copy of results, Attachment B).

The AHELP evaluation plan includes:

Number of experts participating in the data advisory committee	29 (March 2004)
Number of advisory committee meetings	Feb. 2003, Sept. 2003, April 2004
Number of exhibit events and audience reached	13 events, 2,090 reached
Number of training and presentations	20.5 hours training
Number of participants attending presentations and training	118 participants
Number of health promotion records included in the database (baseline 282 records in Feb. 2003)	609 records (Dec. 2004)
Number of data entry forms submitted	N/A
Number of requests for information/searches	N/A
Number and tabulation of evaluation forms received	(Event specific)
Monthly website reports	Not currently available

Outreach to pharmacists is evaluated as follows:

Number of interviews conducted	3
Reported findings	Summary attached
Development of an outreach plan	N/A
Number of pharmacies reached	3 with materials
Number of pharmacists reached	150

In addition, questions were added to the state’s population-based Behavioral Risk Factor Survey in 2004 to assess Internet connectivity and health information sources among Alaskan adults. Questions were also asked regarding patient-provider health communication (see survey results, Attachment C).

12. Problems or barriers encountered:

- Personnel/staffing: Project coordinator took another position in the fall of 2004, which limited progress.
- Web site development: Problems with contractor for web site hampered progress.
- Outreach planning: Pharmacist Association was not receptive to building a partnership (but might be in the future).

13. **Continuation plans:**

The AHELP project will continue under the direction of Jayne Andreen, Health Promotion Program Manager. The AHELP web site and essential activities will be funded by the federal Preventive Health and Health Services Block Grant, which is managed by the Health Promotion Program. Other funding sources will be explored. Coordination duties will be assigned to another staff member.

Impact:

AHELP has established name recognition and a user group in Alaska, which must be maintained.

14. **Recommendations for improvement:**

A professional services contract for maintenance and modifications of the web site. Continue to develop partnerships with other health care provider associations, such as the Pharmacists Association, Alaska Nurses and School Nurses Association, Primary Care Association and others.

15. **Responses to follow-up questions (attached):**

FOLLOW-UP QUESTIONS

1. Were your original project goals and objectives met? If not, why not?

For the most part, the goals and objectives were met, but were delayed and hampered without a contractor for the AHELP web site.

The attempt to develop a new partnership with the Alaska Pharmacists Association failed. Good contacts were made for the future, however the Board was not receptive to including training sessions at their annual conference or allowing an outreach proposal or informational presentation at a Board meeting.

2. What significant lessons were learned which would be of interest or use to others conducting outreach projects? Which strategies were the most effective in implementing the project?

One of the lessons learned was that of underestimating the time it takes to develop a new partnership (Alaska Pharmacists Association). The other was that the goals and objectives were very broad.

Having the flexibility to take advantage of new marketing and training opportunities that were not initially included in the plan was very valuable.

3. If you were to start all over again, what, if anything, would you change about your goals, project plans, etc.?

I would recommend that specific outreach projects be limited to a narrower audience.

For ongoing marketing of NNLM resources, I would recommend small, ongoing, non-competitive contracts or subcontracts with state health departments for maintaining partnerships with NNLM.

4. What advice or recommendations would you give to anyone considering a similar outreach effort?

Look at what other states have done and feel free to talk with NNLM staff.

FINAL REPORT ATTACHMENTS

ATTACHMENT A.

**ALASKA HEALTH EDUCATION LIBRARY PROJECT
Multi-Site License Public Health Centers
3/25/04**

Principal Site:

1. Anchorage Itinerant Services

P.O. Box 240249
3601 C Street, Suite 760
Anchorage, Alaska 99524-0249
Phone: 334-2399
Jerry Troshynski, Jerry_Troshynski@health.state.ak.us

2. Bethel Bethel Center and Itinerant Nursing Services

P.O. Box 1048 (1490 State Hwy)
Bethel, Alaska 99559
Phone: 543-2110 Fax: 543-0435 or 543-0436
Jane Conard, Jane_Conard@health.state.ak.us

3. Cordova Public Health Center

P.O. Box 359 (602 Chase)
Cordova, Alaska 99574
Phone: 424-4547 Fax: 424-4548
Susanne Marquette, Susanne_Marquette@health.state.ak.us

4. Craig Public Health Center

P.O. Box 130 (404 Spruce)
Craig, Alaska 99921
Phone: 826-3433 Fax: 826-3435
Colleen Watson, Colleen_Watson@health.state.ak.us

5. Delta Junction Public Health Center

P. O. Box 1511 (2857 Alaska Hwy, Room 215)
Delta Junction, Alaska 99737
Phone: 895-4292 Fax: 895-4264
Janice Templin-Weller, Janice_Templin-Weller@health.state.ak.us

6. Dillingham Public Health Center

P.O. Box 1489 (125 Main Street)
Dillingham, Alaska 99576
Phone: 842-5981 Fax: 842-4396
Jean Timmerman, Jean_Timmerman@health.state.ak.us

7. Fairbanks Regional Public Health Center
1025 West Barnette
Fairbanks, Alaska 99701-4541
Phone: 452-1776 Fax: 451-1611
Jennifer Schmidt, Jennifer_Schmidt@health.state.ak.us

8. Fort Yukon Public Health Center
P.O. Box 316 (#1 Spruce Street)
Fort Yukon, Alaska 99740
Phone: 662-2460 Fax: 662-2462
Jean Becker Jean_Becker@health.state.ak.us

9. Galena Public Health Center
P.O. Box 64 (Antoski Avenue)
Galena, Alaska 99741
Phone: 656-1200 Fax: 656-1525
Suellen Geis, Suellen_Geis@health.state.ak.us

10. Haines Public Health Center
P.O. Box 717 (Gateway Bldg., Main Street)
Haines, Alaska 99827
Phone: 766-3300 Fax: 766-3894
Monica Acton, Monica_Acton@health.state.ak.us

11. Homer Public Health Center
195 West Bunnell Ave., Suite C
Homer, Alaska 99603
Phone: 235-8857 Fax: 235-7090
Donna Fenske, Donna_Fenske@health.state.ak.us

12. Juneau Public Health Center
3412 Glacier Highway
Juneau, Alaska 99801-9501
Phone: 465-3353 Fax: 465-3389
Kate Slotnick, Kate_Slotnick@health.state.ak.us

13. Kenai Public Health Center,
630 Barnacle Way, Suite A
Kenai, Alaska 99611
Phone: 335-3400 Fax: 335-3405
JoAnne Hagen, JoAnne_Hagen@health.state.ak.us

14. Ketchikan Public Health Center
3054 Fifth Avenue
Ketchikan, Alaska 99901

Phone: 225-4350 Fax: 247-0978
Corrine Olson, Corrine_Olson@health.state.ak.us

15. Kodiak Public Health Center
316 Mission Road, Room 207
Kodiak, Alaska 99615
Phone: 486-3319 Fax: 486-8149
Ruth-Anne O’Gorman, Ruth-Anne_OGorman@health.state.ak.us

16. Mat-Su Public Health Center
3223 E. Palmer_Wasilla Hwy, Ste 3
Wasilla, Alaska 99654
Phone: 376-2437 Fax: 376-3096
Charleen Pitta, Charleen_Pitta@health.state.ak.us

17. Petersburg Public Health Center
P.O. Box 377 (103 Fram Street)
Petersburg, Alaska 99833
Phone: 772-4611 Fax: 772-4617
Marlene Cushing, Marlene_Cushing@health.state.ak.us

18. Seward Public Health Center
P.O. Box 810 (201 3rd Avenue, Suite 202)
Seward, Alaska 99664
Phone: 224-5567 Fax: 224-2385
Lois Dabney, Lois_Dabney@health.state.ak.us

19. Sitka Public Health Center
210 Moller Street
Sitka, Alaska 99835
Phone: 747-3255 Fax: 747-4899
Penny Lehmann, Penny_Lehmann@health.state.ak.us

20. Tok Public Health Center
P.O. Box 186 (1314 Alaska Highway)
Tok, Alaska 99780
Phone: 883-4101 Fax: 883-4102
Penny Pfeffer, Penny_Pfeffer@health.state.ak.us

21. Valdez Public Health Center
P.O. Box 950 (1001 Meals Ave.)
Valdez, Alaska 99686
Phone: 835-4612 Fax: 835-2419
Pam Shirrell, Pam Shirrell@health.state.ak.us

22. Wrangell Public Health Center
P.O. Box 379 (215 Front Street)
Wrangell, Alaska 99929
Phone: 874-3615 Fax: 874-2991
Janet Strom, Janet_Strom@health.state.ak.us

23. Municipality of Anchorage
P.O. Box 196650 (825 I Street)
Anchorage, Alaska 99519
Phone: 343-4605 Confidential Fax: 343-7992
Hisa Fallico, Fallicohd@muni.org

24. Southeast Alaska Regional Health Consortium
3245 Hospital Drive
Juneau, AK 99801
364-4458
Judy Neary, Judy.Neary@searhc.org

ALASKA HEALTH EDUCATION LIBRARY PROJECT
Multi Site License Alaska Native Tribal Health Organizations
3/10/04

1. ALEUTIAN/PRIBILOF ISLANDS ASSOC., INC.
Carolyn Crowder, Interim Health Director
201 East Third Avenue
Anchorage, AK 99501
907-276-2700/fax 279-4351

2. CHUGACHMIUT
Annette Siemens, CHAP Director
PO Box 2088
Seward AK 99664
Ph: 224-3076 ext. 1 Fax: 224-5870

3. EASTERN ALEUTIAN TRIBES
Linda Mack, CHAP Representative
King Cove Medical Clinic
PO Box 9
King Cove AK 99612
Ph: 497-3184 Fax: 497-3186

4. KODIAK AREA NATIVE ASSOCIATION
Jud Brenteson, CHAP Manager
3449 E. Rezanof Dr.

Kodiak AK 99615
Ph 486-9836 Fax: 486-9887

5. MT. SANFORD TRIBAL CONSORTIUM

Donna Aguila, Community Health Director
PO Box 129
Gakona, AK 99586
Ph: 822-5399 ex. 22 Fax: 822-5810

6. BRISTOL BAY AREA HEALTH CORPORATION

Shelley Wallace, Health Education Director
PO BOX 130
Dillingham, AK 99576
907-842-9548

7. MANILAQ ASSOCIATION

Barbara Cole, Health Education Program Manager
PO Box 256
Kotzebue, AK 99752
907-442-7176. Fax 442-7129

8. SOUTHEAST ALASKA REGIONAL HEALTH CONSORTIUM

Kathy O'Gara, Director of Health Promotion
222 Tongass Drive
Sitka, AK 99835
Ph: 966-8736

9. NORTON SOUND HEALTH CORPORATION

Carol Piscoya, Community Health Services
PO Box 966
Nome AK 99762
Ph: 443-3204

10. Yukon Kuskokwim Health Corporation

DeShan Foret, Health Education Coordinator
PO BOX 528
Bethel, AK 99559
907-543-6493

11. ALASKA NATIVE TRIBAL HEALTH CONSORTIUM

Lakota Murray, Health Educator
4201 Tudor Centre Drive, Suite 120
Anchorage, AK 99508
907-729-3621
FAX 907-729-3652

12. ARCTIC SLOPE NATIVE ASSOCIATION, Ltd.

PO Box 1232
Barrow, AK 99723
1-800-478-3033/FAX852-2763
CONTACT: DEBBIE MOJARRO
729-3674/Fax 729-3678

13. COPPER RIVER NATIVE ASSOCIATION

Robyn George, Health Services Coordinator
Drawer H
Copper Center, AK 99573
907-822-5241/FAX 822-8801

14. COUNSEL OF ATHABASCAN TRIBAL GOVERNMENTS

Anna Huntington-Kriska, Acting Director
PO BOX 33
Fort Yukon, AK 99740
907-662-2587/FAX662-3333

15. KETCHIKAN INDIAN CORPORATION

David Landis, Interim General Manager
2960 Tongass Ave.
Ketchikan, AK 99901
907-225-5158/FAX 247-0429

16. NATIVE VILLAGE OF EKLUTNA

Dorothy Cook, President
26339 EKLUTNA VILLAGE ROAD
Chugiak, AK 99567-5148
907-668-6020/FAX 688-6021-*1

17. SELDOVIA VILLAGE TRIBE

Crystal Collier, Executive Director
PO Drawer L
Seldovia, AK 99663
907-234-7898/ FAX 234-7637

18. SOUTHCENTRAL FOUNDATION

Marcia Anderson, Health Education Coordinator
4501 Diplomacy Dr. , STE 200
Anchorage, AK 99508
907-729-2689

19. TANANA CHIEFS CONFERENCE INC.

Suzanne McKechnie, CHAP Director
201 1st Ave., Suite 300
Fairbanks AK 99701-4848
800-478-6822 x 3403
Ph: 452-8251 ext.3403 Fax: 459-3978

20. NORTH SLOPE BOROUGH HEALTH DEPT.

Michelle Harrington, Acting CHAP Coordinator
PO Box 69
Barrow AK 99723-0069
Ph: 852-0256 Fax:852-3571

21. HOONAH INDIAN ASSOCIATION

Gay Brewer, PA-C, CHAP Director
PO Box 103
Hoonah AK 99829
Ph: 945-3235 Fax: 945-3239

22. ST. GEORGE ISLAND

Dianna McGlashan, Health Director
PO Box 934
St.George Is. AK 99591
Ph: 859-2254 Fax: 859-2252

23. YAKUTAT

Joe Story, CHAP Director
PO Box 112
Yakutat AK 99689
Ph: 784-3275 Fax: 784-3263

24. METLAKATLA FAMILY MEDICAL CENTER

Carl Butler, CHAP Director
PO Box 439
Metlakatla AK 99926
Ph: 886-4741 Fax: 886-4788

ATTACHMENT B

Alaska Health Education Library Project 2003 User Survey Highlights

This online survey was distributed to approximately 150 subscribers of the AHELP email listserv. There were 26 questions on the survey. The survey was administered between Oct. 7-31, 2003. Three email reminders (one per week) to complete the survey were sent. A total of 61 people responded resulting in a 41% response rate. Of the respondents, 41% were health program managers, 17% were health educators and 15% were administrators. Fifty eight percent worked in statewide programs, 24% for community programs and 18% for regional programs. Thirty two percent worked in a rural setting, 8 % in an urban setting and 24% in mixed rural/urban settings. Below are the highlights:

- 93% had heard of the AHELP listserv.
- 68% had subscribed to the AHELP listserv for more than 6 months.
- 46% found the listserv to be valuable or very valuable and 49% found it somewhat valuable.
- Most valuable information on the listserv:
 - New resources 39%
 - Notices about training 30%
- 92% had heard of the AHELP website.
- 75% had ever visited the AHELP website.
- 54% had visited in at least once in the last month.
- 39% reported the website somewhat useful and 29% useful or very useful
- Most useful features of the website:
 - Health Education materials 22%
 - Program and Project information 21%
 - Resources and links 15%
- 55% reported that AHELP was beneficial or very beneficial compared to other Internet sources.
- 68% plan to visit the AHELP website in the next month
- 72% are **NOT** familiar with the AHELP Alaska Health and Safety Education Resource Directory
- Most common use of AHELP resources:

- find health education materials on specific health topics 21%
- find training opportunities 15%
- share your program and materials with your peers 14%
- find resource people 14%

- Features that would make the AHELP website more useful:
 - Ready to use health education materials 26%
 - Health statistics 26%
 - More events listed on calendar 20%
 - **Reminders to use it 18%**

- Most usual resources for health promotion information:
 - 1) Website and Internet searches
 - 2) Personal Contacts/Colleagues
 - 3) National Government Agencies
 - 4) State of Alaska

- Somewhat usual resources for health promotion information:
 - 1) Community agencies
 - 2) Newsletters
 - 3) Other statewide organizations
 - 4) State of Alaska

- Websites most often used for health information and resources?
 - CDC
 - State of Alaska
 - Medlineplus

- Websites sometimes used for health information and resources?
 - State of Alaska
 - AHELP
 - Medlineplus

- Reasons for NOT using online databases or services?
 - Don't know what is available 26%
 - No time 14%

- 59% would be interested in training on the use of online health resources.

- Top priority areas for more information:
 - **Health promotion and education**
 - Diabetes
 - Preventive Health Services

Other areas of interest mentioned include: alternative medicine, cost benefit analysis of public health programs, obesity, youth drug intervention services, cultural differences, communicable

disease in the age of terrorism, education and training in assisting patients to modify their health behavior, and geriatric health.

- 42 % would like to share health promotion programs or materials with AHELP and 51% are not sure.
- 22 % would like more information about AHELP.
- Commonly mentioned favorite health related websites:
 - **Centers for Disease Control and Prevention**
 - Medlineplus
 - PubMed Medline

ATTACHMENT C

**Health Information Sources
Alaska Behavioral Risk Factor Surveillance System 2004 Results**

Where do you get most of your health information?		
Source	Number	Weighted Percent
Radio	22	1%
TV	96	3.5%
Newspaper	52	2.7%
Magazine	109	3.6%
Brochure/poster	21	.6%
Books	164	5.8%
Journal	49	2%
Internet	345	15%
Library	3	>1%
Health Care Provider	1368	55%
Family	88	5%
Friend/Co-worker	52	2%
Hotline	3	1%
Other	82	3.5%
Do you have a computer with Internet access in the home?		
Yes	1775	78%
Have you ever visited a web site to learn about health?		
Yes	1563	63%

*Denominator is 2,656 adults surveyed.

**Health Communication Patient/Provider
Alaska Behavioral Risk Factor Surveillance System 2004 Results**

During the past 12 months how often did doctors or other health providers listen carefully to you?

Always	61.15%
Usually	26.14%
Sometimes	11.73%
Never	.98%

During the past 12 months how often did doctors or other health providers explain things in a way you could understand?

Always	68.53%
Usually	21.96%
Sometimes	9.06%
Never	.44%

During the past 12 months how often did doctors or other health providers show respect for what you had to say?

Always	69.72%
Usually	20.25%
Sometimes	9.21%
Never	.82%

During the past 12 months how often did doctors or other health providers spend enough time with you?

Always	58.03%
Usually	23.93%
Sometimes	14.73%
Never	3.31%

During the past 12 months how often did doctors or other health providers involve you in decisions about your health care?

Always	74.21%
Usually	15.70%
Sometimes	8.00%
Never	2/09%

*Denominator is 1,821 adults who visited a health care provider in the last 12 months.